

**Amendment**  
(Amendment under the 11<sup>th</sup> Article of Law)

Examiner of Patent Office: Mr. Tsutomu Takase

1. International Application No. PCT/JP00/01339

2. Applicant

Name CAI CO., LTD.  
Address 10-10, Kotobuki 2-chome  
Taitou-ku, Tokyo 111-0042 Japan  
Nationality Japan  
Address Japan

3. Patent Attorney

Name (8502) NISHIMORI Koji  
Address AOI INTERNATIONAL PATENT FIRM  
401 Kyodo Bldg. Akasaka  
3-1, Akasaka 4-chome  
Minato-ku, Tokyo 107-0052 Japan

4. Subject of the Amendment Specification and Claims

5. Content of the Amendment

(1) The thirteenth line of the Specification at two page, "for sentence" is amended to "for transforming into formatted sentence".

(2) The fourteenth~fifteenth lines of the Specification at two page, "the case which may occur as the contents of conversation" is amended to "the above formatted sentence which may occur as the contents of conversation"

(3) The twenty - second line of the Specification at five page, "for sentence" is amended to "for transforming into formatted sentence".

(4) The twenty - third~ twenty - fourth lines of the Specification at 5 page, "the case which may occur as the contents of conversation" is amended to "the above formatted sentence which may occur as the contents of conversation".

(5) The fourth line of the Claim 1, "for sentence" is amended to "for transforming into formatted sentence".

(6) The fifth line of the Claim 1, "the case which may occur as the contents of conversation" is amended to "the above formatted sentence which may occur as the content of conversation".

(7) The forth line of the Claim 9, "for sentence" is amended to "for

transforming into formatted sentence”

(8)The sixth line of the Claim 9, “the case which may occur as the contents of conversation” is amended to “the above formatted sentence which may occur as the content of conversation”

7. List of Attached Documents

(1) Specification Pages 2, 5

(2) Claims Pages 15, 16

On the other hand, thanks to the progress of the graphic user interface technology, it is general to display and input information in the computer by the combination of graphic display and pointing device. Furthermore, thanks to the progress of speech recognition and synthesizer technology, it is possible to get the information by speech with computer system and operator.

The purpose of this invention is to offer the system and method for creating formatted document that make the contents of formatted consultation etc. document efficiently.

### Description of the Invention

In this invention, as means to solve the above purposes, we create formatted interaction document by using the information in the turning document by speech recognition.

Specifically, the present invention is a formatted document creating system used for recording conversation and comprises a speech recognition device for recognizing speech of conversation, an information extracting section for extracting information to be recorded according to the results of speech recognition, a conversation record buffer for transforming into formatted sentence including the extracted information and recording this as contents of conversation, a case database for storing the above formatted sentence which may occur as the contents of conversation and it includes many information, a topicality control section for deducing an undefined information on the basis of one item of information included in the sentence recorded in the conversation record buffer section by referencing cases stored in the case database, a multimodal interaction control section for inquiring the document creator about the undefined information recorded in a conversation record buffer to define the undefined information, a GUI control section for controlling the communication with the document creator using graphic, an input device for inputting the intention of the document creator into a computer system and a conversation record archive for storing therein the record of the defined conversation.

We store therein a case which may occur as the content of conversation and

includes many information. In the present invention, the case which may occur as the content of communication may be differ largely in some situations. However, in each situation, it is assumed that the contents of the conversation are limited in some degree. And, in each stored case, there are many information (to be recorded) that has important significance in recording conversation. We use these information and the relation in defining each information in the real conversation.

In the system for creating formatted document written in the claim 1, the present invention written in the claim 6 is composed that a multimodal interaction control section inquire a document creator by a speech, a GUI or a character input and define information of sentence recorded in a conversation record buffer. By using means that is easy for the operator, define the information of sentence. Operability is more improved.

In the system for creating formatted document written in the claim 5, the present invention written in the claim 7 is composed. A multimodal interaction control section inquire the document creator about information to be inquired in a conversation record buffer from the high nomination of a reasonable degree. It makes time to reach the right information short by inquiring to the document creator from nomination that has high possibility for the right answer.

In the system for creating formatted document written in the any of claim1~7, furthermore the present invention written in the claim8 includes a telephone set that enables to do conversation in apart place and a sender-side telephone number acquiring device that acquire the sender-side telephone number and record it in a conversation record buffer. A speech recognition section also can recognize a conversation speech through the telephone. A speech recognition section recognizes a speech of sender or receiver and then an information extracting section extracts information to be recorded from the results of speech recognition. A sender-side telephone number acquiring device gets a receiver-side telephone number and records it in a conversation record buffer. A receiver-side telephone number acquiring device gets a sender-side telephone number and records it in a conversation record buffer. It is possible to get some information about the speaker of telephone terminal and deduce others undefined information from the sentence information recorded in a conversation record buffer easily.

The second aspect of the present invention is a formatted document creating method used for recording conversation and comprises a speech recognition step for recognizing speech of conversation, an information extracting

step for extracting information to be recorded according to the results of speech recognition, a writing in step for writing in a conversation record buffer for transforming into formatted sentence including the extracted information and recording this as contents of conversation, a case storing step for storing in a case database the above formatted sentence which may occur as the contents of conversation and it includes many information, a deducing information set step for deducing an undefined information on the basis of one item of information included in the sentence recorded the conversation record buffer section by referencing cases stored in the case database and set it in an above conversation record buffer, an information inquire renewing step for showing sentence including undefined information recorded in a conversation record buffer by graphic to the document creator and inquiring the document creator about the undefined information recorded in a conversation record buffer to define the undefined information, and a conversation record step for storing defined conversation record as sentences.